



Call today for a FREE Estimate.  
**503.930.2446**

Johnny Wiegand - Owner  
262 West Kathy Street  
Stayton, OR. 97383

#### [ALL ABOUT LET IT SHINE CLEANING CO.](#)

Let It Shine Cleaning Company was founded in 2002. It has recently been purchased by Johnny Wiegand. The demand for this type of personal service, coupled with an outstanding reputation for quality is why we will maintain the same employees. The policies and procedures will remain the same to ensure the great quality of service to our customers as we continue to experience steady growth.

Over the years, Let It Shine has developed an extremely effective cleaning method. Because we are locally owned and operated, you can also depend on our responsiveness, accountability and personal attention. When we clean your home, you get the perfect combination of professional quality and personal attention. We offer weekly, biweekly and monthly cleaning visits.

We are very thorough! What makes our method so special? One of the main reasons is because we use a 52-point checklist each time we visit a home. It's a proven method that lays out exactly what we will do on each visit, so you will know what to expect in every room of your home. Of course, we will be glad to customize priority requests that YOU feel need extra attention.

#### [MISSION STATEMENT](#)

Let It Shine Cleaning Co. is committed to providing a reliable, trustworthy, personal, thorough cleaning service, topped with quality performance by trained, certified "Let It Shine" employees.

#### [ABOUT OUR EMPLOYEES](#)

Let It Shine has gone to every extreme to ensure that you can trust our cleaning teams as well as receive the quality job you expect. Every employee is thoroughly screened and drug tested prior to hiring. We provide bonding, liability and worker's compensation insurance. Our teams consist of three or four uniformed people for each home. We feel that this scenario provides the best working situation for you and for the employees. Each person must pass a

specific amount of hours of shadow-training with a supervisor/trainer, an oral quiz consisting of descriptive questions, and a shadow-supervised clean before becoming Let It Shine-certified. We have a zero tolerance policy for theft, drugs and alcohol. Any person accused of any of these would be terminated immediately.

## **OUR METHOD**

Let It Shine begins your service by getting your home thoroughly clean on the first two visits. The first visit gives you a deeper cleaning of your kitchen and bathrooms, plus a general clean of the rest of your home. In the second visit, you get a deeper clean of all the other rooms, as well as a general clean of the kitchen and bathrooms. After these two visits, we follow our 52-point checklist including our rotating basis list. In addition, we will add any of our FREE "Extras upon Request." This allows us to maintain your home's basic cleaning needs while also detail-cleaning specific areas on each visit. This 52-point checklist, the rotation list, the FREE "Extras upon Request" list, and our trained, certified employees distinguish our service from ordinary house cleaners.

## **PRICING & INFO**

### **DETERMINATION OF RATES**

Let It Shine determines its rates according to size and location of premises, type and frequency of cleaning and condition of home. We're affordable! We work hard to offer you the highest level of personal service at the best possible price. No contracts. No hidden fees. No long term obligation. It's this kind of combination of price and value that has helped us build a great reputation. And we are happy to provide FREE estimates.

### **YOUR SATISFACTION**

Let It Shine guarantees your satisfaction! Our method is thorough. We don't just say you'll be happy - we guarantee it! If you are ever dissatisfied with any area that we have cleaned, we will return that same day, or at your convenience, and re-clean it to your satisfaction - at no charge, of course!

### **CONVENIENCE**

Because the people who clean your home are trained and certified Let It Shine employees, you do not have to worry about payroll taxes or worker's compensation issues. You will never be under a contract that commits you to a certain number of cleanings. Just give us a three business-day notice to cancel or change your service.

### **PAYMENTS AND REFUNDS**

#### **Payments**

For your convenience, Let It Shine accepts cash or check for payment. Payment is due at the time of service or an agreed-upon schedule. A \$10.00 non-payment fee will be incurred if payment is not made at the scheduled time. A \$50.00 fee is applied to all returned checks.

## **Refunds**

Since cleaning is a very personalized and subjective service, we cannot offer refunds to our clients. However, we want you to be 100% satisfied with Let It Shine Cleaning Co. Please see the "YOUR SATISFACTION" section if you are ever dissatisfied with your cleaning.

## **CANCELLATIONS**

If it is necessary to cancel/skip any scheduled cleaning, please notify Let It Shine, three business days before the scheduled day. This will allow us time to hopefully reassign the service team to another appointment. A 15% skipping fee will be charged and added on to the next cleaning, for all skipped cleanings. Same day cancellations will be charged the full cleaning amount unless a valid emergency has occurred.

## **BREAKAGE AND LOSS POLICY**

Let It Shine is fully bonded and insured. Our liability limits are set at a maximum of 10 times the cost of the service charge on the day in which the loss/breakage occurred. Notification must be made within 48 hours of service. Items excluded from liability are cash, jewelry, one-of-a-kind items, hard-to-get items, items of sentimental value, art, antiques, and electronics.

Key replacement/locksmith fees are paid only if keys are lost or miscoded. There is a \$50.00 per location liability limit.

## **REFERRAL REWARD PROGRAM**

Let It Shine believes in spreading the news, especially if it's GOOD news! Our past, present and future are based on satisfied clients. Your good work is important in our business, and to show our appreciation, we offer a generous customer-referral discount. Each new customer you refer to Let It Shine will receive a 10 percent discount on completion of their third home cleaning, and you will receive the dollar amount of their discount as a credit toward your next cleaning. You can earn one free cleaning a year with our program. We always try to keep you supplied with our business cards but, if you ever need more, please contact us and we will get them to you immediately.

## **SAFETY**

Let It Shine goes to the extreme to keep your keys and codes safe. We prefer that you provide us with a key, or lockbox/garage pad code, for assurance that we will be able to get in to do our scheduled cleaning. Should you decide not to provide us with one of these, there will be a \$50.00 lock-out fee for the first visit we get locked out. Each time thereafter we will charge the full amount of the scheduled cleaning.

## **Employees**

Our employees are very important to us, and we are very serious about keeping them safe. So, they do not climb, use ladders or move anything over 35 pounds. These types of activities put our employees in danger of back injury or could even damage your property. If you would like us to clean behind appliances such as a refrigerator, oven or sofa, please move the item prior to the cleaning to allow access to the area.

## **Bleach**

We will not use bleach as a cleaning product unless you authorize it to be used. Please be aware that we will not be responsible for any damage caused by bleach.

## **OUR CLEANING SUPPLIES**

Let It Shine uses and supplies only safe, effective cleaning products and equipment unless otherwise requested.

## **SERVICES**

### **EACH VISIT LIST**

These services are done each time we clean your home:

#### **Bathrooms** (cleaned and shined)

- Toilets, inside and out
- Sinks, counter tops, and toiletries
- Hard water stain removal from sinks and toilets
- Mirrors (within reach), and all chrome fixtures
- Light fixtures dusted off
- Shower/bathtub and surroundings
- Carpet/rugs vacuumed
- Floors
- Woodwork and switch plates
- Trash emptied

#### **Kitchen and Dining Areas** (cleaned and shined)

- Dirty dishes loaded in dishwasher or hand-washed
- Microwave, inside and out
- Sinks, back splash and counter tops
- Stove tops, drip pans and range hood
- Outside of appliances

- Table tops
- Light fixtures/chandelier (within reach) dusted
- Bar stool seats and backs
- Woodwork and switch plates
- Small kitchen window above sink
- Window sills
- Chrome fixtures
- Canisters and knick knacks
- Floors
- Trash emptied

**Living and Sleeping Areas** (cleaned and shined)

- Wood furniture dusted or polished
- Mirrors and glass furniture
- Unmade beds neatly made up
- Linens changed on pre-stripped beds
- Trash emptied
- Picture frames and fronts dusted
- Window sills
- Woodwork and switch plates wiped for fingerprints
- Washer/dryer wiped off
- Slider glass door and lower window areas wiped for fingerprints/smudges
- All hard surface floors vacuumed/swept/mopped
- All carpet within sight vacuumed
- Newspapers, books, and magazines straightened up

**ROTATION BASIS LIST**

In addition to the services provided each time, these services are done on a rotating basis:

**Bathrooms** (cleaned and shined)

- Cobwebs removed
- Cabinet fronts
- Mildew removed from tile grouting
- Baseboards dusted off

### **Kitchen and Dining Areas** (cleaned and shined)

- Cobwebs removed
- Cabinet fronts
- Baseboards dusted off
- Chairs wiped down, top to bottom

### **Living and Sleeping Areas** (cleaned and shined)

- Cobwebs removed
- Baseboards dusted off
- Telephones wiped and disinfected
- Ceiling fans dusted (within reach)

### **EXTRAS UPON REQUEST**

In addition to these services provided each time, and the rotation basis list, we offer you these "**Extras upon Request.**" Let us know when you need these done and we will be happy to accommodate your request - **FREE!**

1. Inside of refrigerator wiped down
2. Blinds dusted
3. Stereo components dusted
4. Furniture vacuumed/brushed
5. Louvered doors dusted
6. Laundry (washed and dried only)
7. Toaster or toaster oven crumbs removed
8. Lamp shades vacuumed/brushed off
9. Doors wiped down
10. Towels changed (if left out)
11. Edge vacuuming
12. Windows (lower inside only)

### **CONTACT US**

#### **LET IT SHINE CLEANING COMPANY**

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